



89-11-06

IPMS

Applicants: Hodson et al.  
Title: METHOD AND APPARATUS FOR COMPILED PERFORMANCE  
REPORTS IN A CONTACT CENTER USING THE INTERNET  
Serial No.: 10/624,223  
Filing Date: 22 July 2003  
Docket No. 02EC038/88620

**Certificate of Express Mailing**

Express Mail mailing label number EV 592964611 US

Date of Deposit: 8 September 2006

I hereby certify that this paper is being deposited with the United States Postal Service "Express Mail," postage prepaid, addressed to: Mail Stop AMENDMENT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. This mailing includes Supplemental Information Disclosure Statement (2 pgs.); Form PTO/SB/8a (2 pgs.); check in the amount of \$180.00; and return receipt postcard.

The person mailing this paper is:

Carl Stanley  
\_\_\_\_\_  
Typed or Printed Name of Person Mailing Paper or Fee

Carl Stanley  
\_\_\_\_\_  
Signature of Person Mailing Paper or Fee

SEP 08 2006

PTO-146

PATENT & TRADEMARK OFFICE

PATENT

02EC038/88620

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: HODSON, et al. )  
Serial No.: 10/624,223 )  
Filed: 22 July 2003 )  
For: METHOD AND APPARATUS FOR COMPILING )  
PERFORMANCE REPORTS IN A CONTACT )  
CENTER USING THE INTERNET )  
Art Unit: 2163 )  
Examiner: Charles Edward LU )

---

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir or Madam:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98, applicant submits a list of documents, general remarks, and an attached Form PTO/SB/08A.

<u>U.S. Patent Number</u>	<u>Date of Issue</u>	<u>Inventor</u>
5,555,179	10 September 1996	Koyama et al.
5,765,033	09 June 1998	Miloslavsky
5,926,539	20 July 1999	Shtivelman
5,946,387	31 August 1999	Miloslavsky
5,953,332	14 September 1999	Miloslavsky
5,953,405	14 September 1999	Miloslavsky
6,002,760	14 December 1999	Gisby
6,021,428	01 February 2000	Miloslavsky
6,044,145	28 March 2000	Kelly et al.
6,044,368	28 March 2000	Powers

09/12/2006 RMEBRAHT 00000033 10624223

01 FC:1806

180.00 0P

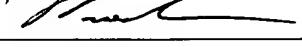
6,067,357	23 May 2000	Kishinsky et al.
6,108,711	22 August 2000	Beck et al.
6,138,139	24 October 2000	Beck et al.
6,167,395	26 December 2000	Beck et al.
6,170,011	02 January 2001	Beck et al.
6,175,563	16 January 2001	Miloslavsky
6,175,564	16 January 2001	Miloslavsky et al.
6,185,292	06 February 2001	Miloslavsky
6,345,305	05 February 2002	Beck et al.
6,373,836	16 April 2002	Deryugin et al.
6,389,007	14 May 2002	Shenkman et al.
6,393,015	21 May 2002	Shtivelman
6,732,156	04 May 2004	Miloslavsky

It is respectfully requested that the above patents be given consideration by the Examiner and made of record in the captioned patent application.

A check for \$180 is enclosed as the processing fee required in accordance with 37 C.F.R. §1.97(c). This submission hereby authorizes the charge of any deficiency in fees in connection with the captioned patent application to Deposit Account No. 23-0920.

Respectfully submitted,  
WELSH & KATZ, LTD.

By: \_\_\_\_\_

  
L. Friedman  
Registration No. 37,135

8 September 2006  
WELSH & KATZ, LTD.  
120 South Riverside Plaza, 22<sup>nd</sup> Floor  
Chicago, IL 60606  
Phone: (312) 655-1500  
Fax: (312) 655-1501



SEP 08 2006

PTO/SB/08a (07-05)

Approved for use through 07/31/2006. OMB 0651-0031  
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995 no Persons are required to respond to a collection of information unless it contains a valid OMR control number

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet

1

of

2

## Complete if Known

Application Number	10/624,223
Filing Date	22 July 2003
First Named Inventor	Hodson et al.
Art Unit	2163
Examiner Name	Charles Edward Lu

Attorney Docket Number 02EC038/88620

## U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
A	us-5,555,179		09/10/1996	Koyama et al.	
B	us-5,765,033		06/09/1998	Miloslavsky	
C	us-5,926,539		07/20/1999	Shtivelman	
D	us-5,946,387		08/31/1999	Miloslavsky	
E	us-5,953,332		09/14/1999	Miloslavsky	
F	us-5,953,405		09/14/1999	Miloslavsky	
G	us-6,002,760		12/14/1999	Gisby	
H	us-6,021,428		02/01/2000	Miloslavsky	
I	us-6,044,145		03/28/2000	Kelly et al.	
J	us-6,044,368		03/28/2000	Powers	
K	us-6,067,357		05/23/2000	Kishinsky et al.	
L	us-6,108,711		08/22/2000	Beck et al.	
M	us-6,138,139		10/24/2000	Beck et al.	
N	us-6,167,395		12/26/2000	Beck et al.	
O	us-6,170,011		01/02/2001	Beck et al.	
P	us-6,175,563		01/16/2001	Miloslavsky	
Q	us-6,175,564		01/16/2001	Miloslavsky et al.	
R	us-6,185,292		02/06/2001	Miloslavsky	

## FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> "Number <sup>4</sup> "Kind Code <sup>5</sup> (if known)				

Examiner Signature	Date Considered
--------------------	-----------------

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. 1 Applicant's unique citation designation number (optional). 2 See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. 3 Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). 4 For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. 5 Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. 6 Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

American LegalNet, Inc.  
[www.USCourtForms.com](http://www.USCourtForms.com)

Under the Paperwork Reduction Act of 1995 no Persons are required to respond to a collection of information unless it contains a valid OMB control number

Substitute for form 1449A/PTO

## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

**(Use as many sheets as necessary)**

Sheet 2 of 2

**Complete if Known**

Application Number	10/624,223
Filing Date	22 July 2003
First Named Inventor	Hodson et al.
Art Unit	2163
Examiner Name	Charles Edward Lu
Attorney Docket Number	02EC038/88620

## U. S. PATENT DOCUMENTS

## FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>5</sup>
		Country Code <sup>3</sup> *Number <sup>4</sup> *Kind Code <sup>5</sup> (if known)				

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. 1 Applicant's unique citation designation number (optional). 2 See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. 3 Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). 4 For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. 5 Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. 6 Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.*